



Eligibility Supervisor

Department: Social Services

Class Code: 4113

EEO Code: 22

FLSA: E

Effective: 01/12/1994

GENERAL STATEMENT OF DUTIES:

Under general direction; performs work of considerable difficulty in supervising and coordinating activities of unit staff assigned to selected eligibility cases and programs; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Assigns caseloads and related duties, and coordinates activities of staff; assists agency staff members through individual and group conferences in analyzing case problems; reviews case records and evaluates performance of staff members and recommends indicated action; participates in developing and implementing agency administrative policy; recommends policy changes based on evaluation of program effectiveness; trains new employees in areas such as agency policy, department procedures and agency or government regulations; evaluates eligibility programs; makes decisions on controversial cases or presents them for higher level action; authorizes emergency assistance for applicants/recipients; handles difficult and unusual cases; serves in a liaison capacity to other agencies and groups; monitors expenditures of the unit's programs; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of the principals and practices of effective supervision; of public assistance programs, policies and regulations; of effective interviewing techniques. Some knowledge of computer systems and software packages.

Considerable skill in planning and supervising work activities, including service delivery, training, recordkeeping duties and organizational operations; in developing and maintain good working relations with internal and external customers; in evaluating financial assistance programs.

MINIMUM EDUCATION AND EXPERIENCE:

Completion of the core curriculum for a baccalaureate level major in social work or related field and five years of eligibility experience; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
